TRANSIT POLICE SAFETY AMBASSADOR PILOT PROGRAM

Committee of the Whole

October 12, 2021

Greater Cleveland Regional Transit Authority
AGENDA

- Progressive policing and community engagement
- Purpose
- Responsibilities
- Program overview
  - Pilot Project details
  - Community outreach specialists
  - Salary information
- Next steps
PROGRESSIVE POLICING & COMMUNITY ENGAGEMENT

• Reduces law enforcement footprint on GCRTA transit systems
• Integrates unarmed professionals to handle non-criminal issues
• Provides enhanced connection with community
• Addresses rider concerns
• Two-prong approach
  Ambassador program
  Community outreach/crisis intervention specialist
GCRTA TRANSIT AMBASSADOR

- Act as customer service representative for GCRTA
- Increase presence of uniformed personnel on transit system
- Engage public by inspecting fares and deterring fare evasion
RESPONSIBILITIES

- Provide general information/assistance to riders and members of the public
- Assist riders needing help with navigating the transit system
- Assist riders with boarding/discharging
- Routinely ride transit lines

- Observe/report potential safety hazards and security concerns
- Perform public monitoring for special events
- Request Transit Police assistance as needed
- Serve as liaison for GCTRA approved events
- Fare inspection/evasion deterrence
COMMUNITY OUTREACH/CRISIS INTERVENTION SPECIALIST(S)

- Work 1\textsuperscript{st} and 2\textsuperscript{nd} shifts
- Licensed social workers/specialized training
- Perform mental health, homelessness, crisis and substance abuse outreach
- Defuse immediate crises/serve as gateway to resources
- Establish relationships with social service agencies
- Ride-along with Transit Police
- Grant-funded positions 2022
- Unit of Transit Police
# Partnerships

<table>
<thead>
<tr>
<th>Agency</th>
<th>Resources</th>
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<tbody>
<tr>
<td>Cuyahoga County Diversion Center</td>
<td>Assist individuals with homeless and substance abuse issues, alternative to arrest</td>
</tr>
<tr>
<td>May Dugan Center</td>
<td>Trauma assistance for victims of violent crime on RTA system; awaiting final MOU approval by MDC; rough draft of policy pending</td>
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<tr>
<td>NEOCH</td>
<td>Assist individuals with homeless issues</td>
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<tr>
<td>Stella Maris</td>
<td>In conversation to create MOU</td>
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PROGRAM OVERVIEW

- Six-month pilot program
- Uniformed/unarmed personnel
- Community outreach/crisis intervention specialists
- Fare inspection/proof of payment
New approach to check for fare payment and interact with riders

- Provide riders with service information, fare programs
- Increased presence on RTA system to deter/reduce fare evasion
- Help riders comply with fare policies
- Support and coordinate with operators
- Deployed on routes with high ridership
PILOT PROJECT

- Locations TBD
- 1st & 2nd shifts/7 days week
  * 0700/1500
  * 1400/2200
- 10 ambassadors/community outreach
- 5 workers per shift
  HealthLine
  Trains
  Rapid Transit stations
PROJECTED SALARY

Transit Ambassador

$35 – 38K/yr

Community Outreach/Crisis Intervention Specialist

$45 – 50K/yr
Transit Ambassador Salary

How Much Do Transit Ambassador Jobs Pay per Year?

$19,500
National Average
$37,511 /year
$80,000

Greater Cleveland Regional Transit Authority
Greater Dayton RTA, Dayton OH
Transit Ambassador

- $14/hr
- Full time
- Medical benefits
- Job description
  Assist customers with information regarding bus routes
  Support operators with implementation of on-board rules for riding
  Maintain high degree of visibility
  Advise dispatch of any security-related issues

https://www.ziprecruiter.com/c/Greater-Dayton-RTA/Job/Transit-Ambassador/-in-Dayton,OH?jid=8aea219a5fb1280&lvk=Q-0MkZMac0dUrSUjQ8Ld-w.--M8BXuO4R
Allied Universal, Denver CO
Transit Safety Ambassador

- $16/hr training - $18/hr after training
- Job description
  Responding to transit-related customer concerns
  Identify safety concerns and inform proper authorities
  Educate patrons on fare media and track fare statistics
  Complete and submit written reports concerning incidents
  Implement emergency response activities as trained
  Follow all site-specific policies and procedures

https://www.ziprecruiter.com/c/Allied-Universal/Job/Transit-Safety-Ambassador/-in-Denver,CO?jid=cf52c86a0b58ea&l&vk=Y4VIwPRKhM0JQa7eA--M7vDcDB8F
Unarmed Security

- OPOTA Certified/Non-OPOTA Certified
- $10-$15/hr
- Job description
  - Maintain security and safety of designated work area
  - Patrol facility, ensuring continual safety and security of all individuals
  - Maintain physical presence within work setting, serving as visible deterrent to illegal activity
  - Positively contribute to the overall experience by providing superior customer care
  - Provide empathetic approach to managing aggressive individuals
  - Keep accurate logs throughout your scheduled shift
  - Respond to emergency situations that require assistance and request assistance when needed

Social Worker Salary


$47,900/yr

Average Base Pay
20 salaries

$38K Low
$48K Average
$72K High

No additional cash compensation has been reported for this role.

The average salary for Licensed Social Worker is $47,900 per year in Ohio. Salaries estimates are based on 20 salaries submitted anonymously to Glassdoor by Licensed Social Worker employees in Ohio.
GCRTA Transit/Safety Ambassadors

OPPORTUNITIES

• Work directly under supervision of Transit Police
• Work special events (pro sports, etc.)
• Existing partnerships with outside social service agencies
• Presence may deter fare evasion

CHALLENGES

• Service coverage
• Lack of detain/arrest powers
• Possible high turnover
Next Steps

Q1 2022
• Funding sources
  - Grant applications
• Policy draft

Q2 2022
• Recruitment/Hiring ambassadors

Q3 2022
• Recruitment/Hiring CIT & Outreach specialists
  - Based on funding approval
• All personnel on-boarded/trained

Q3 – Q4 2022
• Program evaluation
Questions